

How Regional Behavioral Health Authorities compare on customer satisfaction

In 2007, the Arizona Department of Health Services/Division of Behavioral Health asked people receiving behavioral health services about how satisfied they were with the services they were receiving.

CHILDREN Questions	Cenpatico -2	Cenpatico -4	CPSA-3	CPSA-5	NARBHA	Value- Options
General Satisfaction Overall satisfaction with services.	Higher	Average	Lower	Higher	Lower	Higher
Service Access Services are convenient and available	Higher	Higher	Lower	Lower	Lower	Lower
Participation in Treatment Planning Individuals help to develop their treatment goals.	Lower	Higher	Lower	Lower	Lower	Higher
Cultural Sensitivity Staff respects the child and family's cultural/spiritual beliefs.	Higher	Lower	Lower	Lower	Lower	Lower
Outcomes Individuals feel better after receiving services	Higher	Higher	Lower	Higher	Higher	Lower
Improved Functioning Services help individuals improve their daily lives.	Higher	Higher	Higher	Higher	Higher	Average
Social Connectedness Individuals receive community supports.	Higher	Average	Lower	Higher	Lower	Lower

Higher:

Scored **higher** than the average or benchmark

Average:

Scored **about the same** as the average or benchmark

Lower:

Scored **lower** than the average or benchmark